

Enterprise Incident Report Nov 2010

As of 12/1/2010

Administrative Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Top Number - Total Incidents

Bottom Number - First Contact Resolution

Customer Company	High	Low	Medium	FCR Total
Administrative Services	4 0	82 27	4 0	90 27
Customer Company Total	4 0	82 27	4 0	90 27

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Initial Response

Customer Company	High	Low	Medium	MIR Total
Administrative Services	4 0	82 10	4 0	90 10
Customer Company Total	4 0	82 10	4 0	90 10

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Top Number - Total Incidents

Bottom Number -Average time in hours

Customer Company	High	Low	Medium	ATTIR Total
Administrative Services	4 0.06	82 0.79	4 0.25	90 0.73
Customer Company Total	4 0.06	82 0.79	4 0.25	90 0.73

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Top Number - Total Incidents

Bottom Number - Missed Resolution

Customer Company	High	Low	Medium	MR Total
Administrative Services	4 0	82 7	4 0	90 7
Customer Company Total	4 0	82 7	4 0	90 7

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Top Number - Total Incidents

Bottom Number - Average time in hours

Customer Company	High	Low	Medium	ATTR Total
Administrative Services	4 0.14	82 2.20	4 1.34	90 2.14
Customer Company Total	4 0.14	82 2.20	4 1.34	90 2.14

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Detail

INC000000204536	Arleen Hearld Capitol Desktop Support	Wireless Connectivity Peter Musser	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.11 3.92
INC000000211936	Elizabeth Perkes Capitol Hosting	Application Matt Dunlap	Password Administrative Services	Archives Management System Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	5.75 5.75
INC000000212522	Daniel Berry Voice Operations	Telecom Annette Nielsen	Voice Mail Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.27 0.37
INC000000212737	Patricia Smith-Mansfield Metro B Help Desk	Network Ron LeBaron	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 1.52
INC000000212838	John Koerner Metro B Help Desk	Network Val Shepherd	Error Administrative Services	None Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.31
INC000000212879	Patricia Smith-Mansfield Metro B Desktop Support	None Cindy Reed	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 42.00
INC000000212913	Sol Garcia Help Desk	Mobile Devices Eileen Dubach	Error Administrative Services	BlackBerry Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.26 0.31
INC000000214442	Tami Nelson Capitol Desktop Support	Network Peter Musser	Password Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.48 1.99
INC000000214894	John Reidhead Capitol Hosting	Application Jill Berman	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.98 1.16
INC000000214954	Rick James Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000214961	Doug Stout Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215011	Susan Vogel Metro D North Desktop Support	Application Kim Ratushniak	Error Administrative Services	Microsoft Excel Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215455	Sonia Smith Capitol Desktop Support	PC/Laptop Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.84
INC000000215737	Allyson Spevak Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215740	Dorothy Taylor Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000215794	Emily Barnes Rural Central Desktop Support	Application Randy Graham	Reporting Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000216204	Dorothy Phillips Rural South Desktop Support	Application Meladye Shively	Reporting Administrative Services	Financial Information Network Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.04 0.13
INC000000216406	Kevin Lucus Capitol Hosting	Application Jill Berman	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.76 0.93
INC000000216801	Joann Barlow Capitol Desktop Support	Application Chad Poll	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217136	Lynn Webb Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217143	Jenn Johnson Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000217191	Mark Dalton Capitol Hosting	Application Jill Berman	Error Administrative Services	Novell GroupWise Medium	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.17 0.17
INC000000217291	Julie D'Alesandro Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	Microsoft Windows XP Professio Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.09 5.63
INC000000217312	Brenda Veldevere Capitol Desktop Support	PC/Laptop Scott Wunderlich	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.34 1.13
INC000000217621	Gina Strack Capitol Hosting	Application Dale Hicks	Error Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	22.15 22.15
INC000000217640	Mark Dalton Network Operations	Server John Stevens	Error Administrative Services	None High	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.14 0.14
INC000000217769	Jan Rogerson Capitol Desktop Support	Network Scott Wunderlich	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: Yes TTR Missed: No	TIR: TTR:	1.81 2.24
INC000000217784	Marci Soper Application Services	Application None	Reporting Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.81 0.83
INC000000217916	Mike Broschinsky Capitol Hosting	Server Danny Black	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.22 0.22
INC000000218047	Larry Simpson Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000218424	Jeremy Green Voice Operations	Telecom Annette Nielsen	Hardware Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.43 0.43
INC000000218765	Matthew Boyer Help Desk	Application Eileen Dubach	None Administrative Services	BlackBerry Configuration Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 1.71
INC000000218900	Jeff Done Capitol Desktop Support	None Peter Musser	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00

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INC000000218904	Amanda Ronan	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218909	Brenda Lee	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218971	Linda Crawford	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218972	Allyson Spevak	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218973	Priscilla Anderson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218974	Shirley Robinson	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218977	James Golden	None	None	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000218986	Scott Whitney	Telecom	None	None		TIR Missed: No	TIR: 0.00
	Voice/Data/WAN Services	Mark Thomas	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00
INC000000219189	Larry Simpson	Application	Password	Novell Messenger		TIR Missed: No	TIR: 0.00
	Help Desk	Vicky Marrelli	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.03
INC000000219444	Mike Smith	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	TIR: 1.11
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 4.84
INC000000219447	Tim Parkinson	Application	Reporting	PGP		TIR Missed: No	TIR: 0.70
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Low	Closed	TTR Missed: No	TTR: 1.37
INC000000219478	Wayne Smith	Application	None	State Payroll Time Entry System		TIR Missed: No	TIR: 0.40
	Capitol Desktop Support	Scott Wunderlich	Administrative Services	Medium	Closed	TTR Missed: No	TTR: 1.09
INC000000219479	Melissa Frost	Application	Reporting	None		TIR Missed: No	TIR: 0.52
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.61
INC000000219562	Scott Sutherland	Network	Incident	None		TIR Missed: No	TIR: 0.24
	Metro B Desktop Support	Dolly Price	Administrative Services	Medium	Closed	TTR Missed: No	TTR: 3.80
INC000000219639	Arcy Lopez	PC/Laptop	Password	None		TIR Missed: No	TIR: 0.39
	Capitol Desktop Support	Peter Musser	Administrative Services	Low	Closed	TTR Missed: No	TTR: 5.07
INC000000219935	Marilee Richins	PC/Laptop	Hardware	None		TIR Missed: No	TIR: 0.00
	Capitol Desktop Support	Chad Poll	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.00
INC000000219949	Dan Martinez	PC/Laptop	Error	None		TIR Missed: No	TIR: 0.00
	Metro C Desktop Support	Troy Buchanan	Administrative Services	Low	Closed	TTR Missed: No	TTR: 0.07

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INC000000219964	Tani Downing Capitol Desktop Support	PC/Laptop Chad Poll	Error Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000219984	Tim Walden Metro B Desktop Support	PC/Laptop Michael Barth	None Administrative Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	2.41 9.98
INC000000220265	Jim Christensen Capitol Desktop Support	Network Chad Poll	Error Administrative Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.46 0.46
INC000000220298	James Golden Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220317	Aimee Shetley Voice Operations	Telecom Annette Nielsen	Voice Mail Administrative Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.19 0.22
INC000000220741	Gail Youngblood Capitol Desktop Support	None Scott Wunderlich	None Administrative Services	None Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000220867	Susan Vogel Metro D North Desktop Support	Application Kim Ratushniak	Error Administrative Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000221524	Brett Montgomery Metro C Desktop Support	Application Troy Buchanan	Reporting Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: Yes TTR Missed: No	TIR: TTR:	3.77 4.60
INC000000221546	Greg Gonzales Rural South Desktop Support	None Scott Jesienouski	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.35 1.05
INC000000222041	Rod Swaner Metro B Desktop Support	Network Cindy Reed	Error Administrative Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.28 7.91
INC000000222223	Gary Robertson Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 3.07
INC000000222295	Mark Knowlden Capitol Desktop Support	None Paul Ross	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222332	Tim Walden Metro B Desktop Support	PC/Laptop Michael Barth	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 5.52
INC000000222688	Daniel Alyk Metro D North Desktop Support	Application Kim Ratushniak	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222690	Susan Vogel Metro D North Desktop Support	Application Kim Ratushniak	Error Administrative Services	Novell GroupWise Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222692	Susan Vogel Metro D North Desktop Support	Application Kim Ratushniak	Error Administrative Services	Microsoft Excel Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000222982	Susan Vogel Metro D North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.20

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INC000000223049	Mike Ferrin Voice Operations	Telecom Annette Nielsen	Hardware Administrative Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000223049	Mike Ferrin Voice Operations	Telecom Annette Nielsen	Hardware Administrative Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.08
INC000000223049	Mike Ferrin Voice Operations	Telecom Annette Nielsen	Hardware Administrative Services	None High	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000223133	Arleen Hearld Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Resolved	TIR Missed: Yes TTR Missed: Yes	TIR: TTR:	9.86 11.13
INC000000223357	Mike Butler Metro B Desktop Support	PC/Laptop Austin Farey	Virus Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.00 7.25
INC000000223556	Tim Walden Metro B Help Desk	Print/Copy/Scan/Fax Ron LeBaron	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.07 0.57
INC000000223880	Tami Nelson Capitol Desktop Support	Network Peter Musser	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.30 2.20
INC000000223889	Kevin Lucus Capitol Desktop Support	Application Peter Musser	Reporting Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.21 2.13
INC000000224102	Melissa Frost Help Desk	Telecom Brenda Treadway	None Administrative Services	Telephone Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.06
INC000000224169	Brian J Davis Metro B Desktop Support	PC/Laptop Michael Barth	Password Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.20 0.76
INC000000224215	Scott Sutherland Metro B Desktop Support	Print/Copy/Scan/Fax Michael Barth	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.03
INC000000224365	Susan Vogel Metro D North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Incident Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00 0.00
INC000000224700	Susan Vogel Metro D North Desktop Support	None Ruston McKay	None Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.00
INC000000224757	Arcy Lopez Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.66 3.19
INC000000225260	Lisa Adams Help Desk	Application Brenda Treadway	Password Administrative Services	Utah Master Directory Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.11 0.13
INC000000225278	Arleen Hearld Capitol Desktop Support	PC/Laptop Peter Musser	Hardware Administrative Services	None Low	Resolved	TIR Missed: No TTR Missed: Yes	TIR: TTR:	0.21 7.01
INC000000225419	Brian R Bales Capitol Desktop Support	Application Scott Wunderlich	Error Administrative Services	Microsoft Word Low	Resolved	TIR Missed: No TTR Missed: No	TIR: TTR:	0.32 0.69

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INC000000225521	Ken Hansen	Server	Error	None		TIR Missed: No	TIR: 0.55
Help Desk		Sarah Johnson	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.88
INC000000225936	Ken Hansen	Application	Error	Novell GroupWise		TIR Missed: No	TIR: 0.41
Capitol Hosting		Jill Berman	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.41
INC000000226053	Sue Hoskins	Network	Incident	None		TIR Missed: Yes	TIR: 2.11
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 2.11
INC000000226401	Sue Hoskins	Telecom	Call/Receive	None		TIR Missed: No	TIR: 0.23
Voice Operations		Lois Schow	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.32
INC000000226596	Brenda Veldevere	Application	None	Adobe Acrobat 9.0 Pro		TIR Missed: No	TIR: 0.88
Capitol Desktop Support		Scott Wunderlich	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 1.43
INC000000226915	Jim Russell	Application	Password	PGP		TIR Missed: No	TIR: 0.00
Metro D Help Desk		Doug Brown	Administrative Services	Low	Resolved	TTR Missed: No	TTR: 0.00